



July 31, 2025

Cathy Turner  
Executive Director  
Community Living Grimsby Lincoln & West Lincoln  
191 South Service Road  
Grimsby, ON  
L3M 4H6

Dear Cathy Turner:

**RE: SERVICE AGENCY COMPLIANCE**

The ministry conducts compliance inspections of all ministry-funded service agencies and application entities under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008* (SIPDDA). The specific requirements that service agencies and application entities are required to comply with are set out in Ontario Regulation 299/10 Quality Assurance Measures (QAM) and/or in policy directives.

The primary purpose of an inspection is to assess service agencies' and application entities' compliance with QAM and the policy directives made under SIPDDA, and seek to ensure that service agencies and application entities are fully aware of their responsibilities. Inspections are designed to be both transparent and fair. They are conducted systematically, using a consistent approach for all service agencies and application entities, to support thoroughness and equity.

Compliance inspections are intended to provide assurances to the ministry, members of the public, stakeholders and individuals receiving services and supports, that the ministry-funded services and supports meet ministry requirements. Service agencies and application entities may be provided with support to come into compliance.

I am writing with respect to the compliance inspection of your organization that took place between **July 21, 2025 and July 28, 2025**. The ministry confirms that Community Living Grimsby Lincoln & West Lincoln was found to be **IN COMPLIANCE** with Ontario Regulation 299/10 of SIPDDA (Quality Assurance Measures) and/or policy directives applicable to MCCSS-funded services and supports for adults with developmental disabilities.

Community Living Grimsby Lincoln & West Lincoln will be responsible for managing any specific inquiries regarding the results of the compliance inspection.

The Ministry requires this letter to be posted in a public location within the service agency.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin", followed by a stylized flourish.

Kevin Lockwood  
Manager  
Developmental Services Quality Assurance and Compliance

Attachments:  
Inspection Report

C.

Melanie White, Program Supervisor, West Region

Glenda Davidson, Program Advisor, Developmental Services Quality Assurance and Compliance

Aaron Morrow, Board President , Community Living Grimsby Lincoln & West Lincoln

[DSinspections@ontario.ca](mailto:DSinspections@ontario.ca)

**Available in French upon request**